

Micromobility Pilot Program License Application



Application Instructions and Deadlines

Applications must be submitted in person at 50 E. Civic Center Dr. Gilbert, AZ 85296.

For companies already operating in Gilbert, applications must be received by 5:00 PM on Thursday, April 25, 2019. All other micromobility companies may submit an application at any point during the Pilot Program.

Incomplete applications will not be accepted. The Town will confirm receipt of an Applicant's Application within two business days of application submission.

Applicable Fee

Pilot Program Fee: \$2,500.00 (non-refundable, due at time of application submission)

Only checks made out to the 'Town of Gilbert' will be accepted.

Application Checklist

In order for an application to be considered complete, the following items are required to be submitted with complete and accurate information:

- ☐ Pilot Program Application
- ☐ Pilot Program Fee
- ☐ Proof of Insurance
- ☐ Performance Bond Documents
- ☐ IRS Form W-9
- ☐ Supplemental Information (see below)

Supplemental Information

See Pilot Program Standard Terms and Conditions for more details

- 1) Provide an overview of your company.
- 2) Micromobility device(s) overview
 - a) Provide a detailed description of your device model(s)
- 3) Provide proposed language, placement and font size for the required device identification.
- 4) Proposed safety education messaging that promotes adopted Gilbert specific rules.
- 5) Maintenance & Operations Plan – Describe details of plan including:
 - a) The frequency and extent of your device maintenance
 - b) The type of labor (employees, staffing services, contract labor, etc.) conducting maintenance
 - c) The locations for charging and maintenance of devices
- 6) Proposed deployment plan – provide an estimated time frame from license execution to initial deployment and estimated timing of any planned increases in fleet size.
- 7) Hours of operation – list typical device deployment and pick-up times.

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- 8) Methods and frequency of deploying, redistributing, and charging devices. Specify if you utilize fleet vehicles, contractors' vehicles, swap batteries and/or any other methods.
- 9) Describe process for receiving and resolving complaints and problems with devices blocking the travel movement in real-time (e.g., sidewalk, travel lane, etc.).
 - a) Include the customer intake process, and staffing levels.
- 10) Local Operator Contact Information
 - a) Provide the name, email, phone of your local operator, available by phone 24 hours/7 days a week.
- 11) Customer Service Operations
 - a) Provide location(s) of your customer service operations.
 - b) Provide your 24-hour customer service number.
 - c) Provide the URL for your online report form for Users and non-Users / public to report parking issues, maintenance issues, and other issues.
- 12) Communication & Outreach Plan
 - a) User Education: Describe your plan to educate and encourage user compliance with all applicable state and local laws.
 - b) Provide proposed language to educate Users on the safe operation of a micromobility device. Include screenshots of education provided at the time of User registration, at the time of activation of rental, and at any other points.
- 13) User Compliance Plan
 - a) How will you ensure that Users comply with all applicable laws? Describe the process by which you distribute notifications, warnings, fines and suspend Users' accounts for documented occurrences of non-compliant behavior.

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Pilot Program Application

Company Name:	
Address:	
City, State, Zip:	
Primary Contact Name:	Phone Number:
E-mail:	
Secondary Contact Name:	Phone Number:
E-mail:	

Type of Device(s) proposed:
Number of devices proposed at initial deployment (or currently in Town if your company has already deployed):
Estimated/planned increases or decreases in fleet size:

Signature of Authorized
Legal Agent for Company _____ Date _____

Print Name _____ Phone number _____